



National Service Team

How we can help you.

By Joanna King, Client Service Manager

Serviced Representative's

Would you like broking administrative help without employing more people? Do you need help with short periods when staff on Leave?

Ausure have a National Service Team that already looks after a panel of Serviced Representatives. And we can help you as well.

How does this work?

Our team have a proven process to facilitate all of your processing requirements. We usually do not speak to clients directly, other than when we take on Annual Leave work as the broker is away. Aside from that, we can provide all of your broking administration work to free you up to speak to you clients and provide the advice you're so good at.

The cost for this service varies based on the size of your portfolio and is usually done by an increase in your commission/fee split with Ausure.

We usually require advance notice, in order to ensure we have enough capacity to help you. So this is a heads up that from July/August 2021 we have potential to take on some more reps. If you are interested, contact Graeme Lilley or Joanna King to discuss further.



We care...

Below is a summary of the tasks we can perform for you;

Renewals

- Obtain renewal terms &/or additional information required for renewals 4-5 weeks in advance from insurer
- If increased over 10% negotiate with insurers & advise details when sending pre renewal letters to rep
- Issue pre renewal letters where terms and policy wording are provided for the authorised representative to review with their client
- Issuing invoices post bind instructions from rep
- Closing/Binding Sunrise policies and forwarding certificate/schedules
- Follow Up Insurer & Remind rep

Remarket Policies – can be tailored based on Branch requirements

- Providing automatic remarkets for SVU policies
- Obtain Claim History from existing Insurer
- Rep to advise alternative markets and request 3 insurers to approach

Endorsements/cancellations

- Request to Insurer for manual endorsements or cancellations
- Process endorsement & issue invoices
- Arrange refunds to be issued to Premium Funders and your clients via EFT

Debtors

- Manage outstanding debts by regular reminders to the authorised representative
- Ensure credit terms with insurers and underwriters are not being breached
- Arrange Premium Funding
- Arrange refunds to be issued to Premium Funders and your clients via EFT

New Business

- Rep provides Fact Find/Declaration/Claim History
- Obtain quotes (3 insurers/options) & bind cover
- Provide assistance with New Ventures/schemes – on request to manager only

Please contact me (0407 747 275 or joanna.king@ausure.com.au) to discuss these services further.

We care...

Testimonials from Ausure Representatives

Sarah Fisher, Austwide Insurance Brokers -

"I have loved the transition, wish I knew about it earlier actually. [Having a team of people to do the back office leg work has been a life saver.](#) I can focus on new business and Quotes mostly. I'm still learning to send stuff to the team to do. Service is always excellent from the team. I'm probably not yet using the team to the full capacity yet. Renewal process is good – the team download the renewal and sends to me for review with client and then I send back with what fee and alterations to be done. I don't have to worry about who's in or not in to process the work being done. I don't have to worry about holidays and wages/ super etc.

[The team are efficient and professional no instructions are too hard.](#) I understand that claims will need to be done by me – that's fine & I haven't yet fully asked them to do quotes for new business. Follow up by the team is excellent as well."

George Sismondi, Asset General Insurance Services -

"We've been using the National Service Team for a while now, and they are an [integral part of our business.](#) I can't stress how much their assistance [lets us concentrate on the other parts of the business.](#) As a small family business we like to go away together, so the "Locum" service provided has been great. We have no issue in recommending the National Service Team as a way to go."

Jenny Sharman, Professional Insurance

Solutions Australia -

"I have been using the Ausure support team (NST) during my 20 plus year association with Ausure and through many stages of my business. At all times I have found it to be the [best option for me to keep consistency in the business.](#) Currently a 1 woman business but over the years have had up to 6 people in the business and have never considered changing.

The benefits to me, years of knowledge, consistent staff, consistent training and processes, no need to worry about staff holidays or sick leave, nothing seems to be too much trouble. I honestly would never consider changing the formula, [it leaves me to concentrate on servicing my clients](#) not constantly keeping up to date with system and process changes and training staff!!

Sinan Sarah, Insurebiz -

The National Service team has been the backbone of our business for the past 11 years, [our office would not have been at the level it is at today without NST](#) providing us professional and efficient support, their attention to detail and regular follow ups to ensure all tasks and renewals managed in a timely manner is next to none, [they have taken away the hassle and stress](#) of downloading renewals, following up insurers, negotiating discounts, issuing invoices and the correct policy documents [saving our office time to get on with growth of our business as well as concentrating on servicing our existing clientele,](#) they are a team that is always available which gives us no staffing issues when it comes to sick days or annual leave, they are always happy to have our phones diverted to them during Christmas and New Year break, [they make perfect financial sense given the service & support they provide.](#)

We care...